

Red River Waste Solutions Performance Dashboard

Date	Solid Waste				Recycling			
	Total Missed Calls	Verified Missed Calls	% Verified ¹	Total Tons Collected	Total Missed Calls	Verified Missed Calls	% Verified ¹	Total Tons Collected
January Customers	82,475 Homes				75,019 Homes			
1/1/19	2	1	50%	0.00	9	7	78%	0.00
1/2/19	36	5	14%	374.98	46	25	54%	63.22
1/3/19	56	24	43%	334.17	32	9	28%	51.76
1/4/19	54	26	48%	389.85	29	14	48%	53.10
1/5/19	22	10	45%	345.85	9	4	44%	46.85
1/6/19	14	11	79%	0.00	5	3	60%	0.00
1/7/19	123	65	53%	320.69	95	68	72%	54.60
1/8/19	219	167	76%	338.71	58	46	79%	66.15
1/9/19	111	69	62%	247.36	29	16	55%	52.27
1/10/19	119	86	72%	311.22	22	13	59%	29.39
1/11/19	116	78	67%	286.17	30	20	67%	62.26
1/12/19	13	8	62%	32.76	4	0	0%	4.60
1/13/19	2	1	50%	0.00	1	0	0%	0.00
1/14/19	82	46	56%	193.12	10	2	20%	54.39
1/15/19	41	17	41%	262.61	20	11	55%	39.81
1/16/19	42	11	26%	204.10	42	26	62%	37.45
1/17/19	60	33	55%	305.50	26	19	73%	40.63
1/18/19	62	40	65%	286.18	26	13	50%	34.93
1/19/19	1	0	0%	12.88	8	6	75%	0.00
1/20/19	1	1	100%	0.00	1	1	100%	0.00
1/21/19	9	4	44%	166.89	3	2	67%	36.00
1/22/19	74	39	53%	204.29	50	42	84%	37.01
1/23/19	68	46	68%	220.31	44	36	82%	38.55
1/24/19	112	77	69%	285.71	53	45	85%	30.05
1/25/19	177	128	72%	233.53	67	44	66%	43.41
1/26/19	36	30	83%	52.92	7	7	100%	0.00
1/27/19	14	10	71%	0.00	3	3	100%	0.00
1/28/19	166	134	81%	250.85	18	8	44%	60.41
1/29/19	85	54	64%	254.66	28	16	57%	34.71
1/30/19	86	70	81%	0.00	34	29	85%	0.00
1/31/19	62	56	90%	0.00	25	19	76%	0.00
January Totals	2,065	1,347	65%	5,915.31	834	554	66%	971.55
January Penalties	\$44,300.00				\$25,300.00			

¹ Percent of verified misses compared to the total missed calls received.

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	Total Missed Calls	Verified Missed Calls	% Verified ¹	Total Tons Collected	Total Missed Calls	Verified Missed Calls	% Verified ¹	Total Tons Collected
February Customers	82,510 Homes				75,149 Homes			
2/1/19	29	4	14%	180.92	9	2	22%	31.27
2/2/19	27	18	67%	293.50	6	5	83%	27.08
2/3/19	28	15	54%	0.00	6	3	50%	0.00
2/4/19	185	126	68%	365.42	46	21	46%	51.54
2/5/19	214	138	64%	321.34	62	35	56%	60.72
2/6/19	206	113	55%	350.78	53	17	32%	59.37
2/7/19	95	43	45%	355.53	32	11	34%	33.13
2/8/19	78	25	32%	351.92	94	74	79%	34.27
2/9/19	15	4	27%	237.84	11	6	55%	48.14
2/10/19	10	3	30%	0.00	15	13	87%	0.00
2/11/19	65	39	60%	177.60	92	73	79%	56.83
2/12/19	61	33	54%	166.98	128	109	85%	45.73
2/13/19	151	123	81%	169.34	154	130	84%	41.54
2/14/19	194	139	72%	295.57	50	27	54%	47.53
2/15/19	233	204	88%	221.94	34	24	71%	39.31
2/16/19	17	12	71%	85.42	7	4	57%	0.00
2/17/19	0	0	0%	0.00	3	1	33%	0.00
2/18/19	74	52	70%	223.61	21	11	52%	39.80
2/19/19	55	30	55%	279.13	33	19	58%	41.22
2/20/19	30	13	43%	263.80	16	10	63%	33.18
2/21/19	60	25	42%	340.84	28	17	61%	31.28
2/22/19	44	26	59%	292.85	23	14	61%	51.14
2/23/19	3	2	67%	14.34	2	0	0%	0.00
2/24/19	3	2	67%	0.00	3	0	0%	0.00
2/25/19	60	35	58%	218.98	20	10	50%	35.33
2/26/19	51	29	57%	216.67	19	9	47%	42.76
2/27/19	54	37	69%	257.10	43	38	88%	32.64
2/28/19	72	49	68%	329.93	21	15	71%	44.46
February Totals	2,114	1,339	63%	6,011.35	1,031	698	68%	928.27
February Penalties	\$60,050.00				\$49,200.00			

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	Total Missed Calls	Verified Missed Calls	% Verified ¹	Total Tons Collected	Total Missed Calls	Verified Missed Calls	% Verified ¹	Total Tons Collected
March Customers	82,557 Homes				75,304 Homes			
3/1/19	105	68	65%	326.40	15	6	40%	31.62
3/2/19	6	3	50%	18.09	3	2	67%	0.00
3/3/19	2	1	50%	0.00	2	1	50%	0.00
3/4/19	63	31	49%	310.41	25	20	80%	42.40
3/5/19	24	12	50%	245.05	19	12	63%	42.21
3/6/19	25	9	36%	202.80	16	9	56%	32.83
3/7/19	52	26	50%	345.53	25	13	52%	34.97
3/8/19	66	37	56%	295.85	21	11	52%	53.77
3/9/19	9	6	67%	26.71	6	2	33%	0.00
3/10/19	1	1	100%	0.00	3	0	0%	0.00
3/11/19	47	26	55%	262.20	17	7	41%	50.27
3/12/19	27	13	48%	264.83	16	7	44%	51.97
3/13/19	29	17	59%	285.22	22	10	45%	34.85
3/14/19	53	20	38%	399.77	19	9	47%	41.81
3/15/19	41	11	27%	323.07	14	8	57%	38.74
3/16/19	3	3	100%	28.85	2	1	50%	0.00
3/17/19	1	0	0%	0.00	4	3	75%	0.00
3/18/19	37	12	32%	258.28	45	29	64%	48.06
3/19/19	40	29	73%	272.52	16	9	56%	48.13
3/20/19	30	17	57%	295.23	10	3	30%	34.86
3/21/19	41	20	49%	361.83	32	29	91%	43.14
3/22/19	74	42	57%	313.33	21	14	67%	54.01
3/23/19	5	1	20%	49.57	1	1	100%	2.09
3/24/19	6	0	0%	0.00	1	0	0%	0.00
3/25/19	57	23	40%	276.14	9	6	67%	53.02
3/26/19	53	26	49%	265.73	17	12	71%	42.42
3/27/19	122	98	80%	286.80	19	11	58%	43.05
3/28/19	87	52	60%	380.18	14	8	57%	36.62
3/29/19	230	181	79%	354.21	15	5	33%	43.18
3/30/19	25	24	96%	99.79	1	1	100%	0.00
3/31/19	3	0	0%	0.00	0	0	0%	0.00
March Totals	1,364	809	59%	6,548.39	430	249	58%	904.02
March Penalties	\$30,900.00				\$29,500.00			

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	Total Missed Calls	Verified Missed Calls	% Verified ¹	Total Tons Collected	Total Missed Calls	Verified Missed Calls	% Verified ¹	Total Tons Collected
April Customers	82,462 Homes				75,405 Homes			
4/1/19	58	26	45%	291.45	26	17	65%	47.07
4/2/19	50	24	48%	279.37	21	15	71%	48.91
4/3/19	47	17	36%	276.86	16	6	38%	36.05
4/4/19	82	46	56%	397.40	22	11	50%	39.33
4/5/19	64	33	52%	342.57	20	12	60%	53.56
4/6/19	8	5	63%	41.23	5	5	100%	0.73
4/7/19	1	0	0%	0.00	2	2	100%	0.00
4/8/19	111	36	32%	283.23	28	12	43%	52.06
4/9/19	238	149	63%	369.23	17	9	53%	47.30
4/10/19	361	300	83%	410.07	28	14	50%	40.35
4/11/19	229	125	55%	484.65	32	9	28%	38.32
4/12/19	192	100	52%	418.45	28	11	39%	43.75
4/13/19	14	10	71%	117.32	4	3	75%	0.00
4/14/19	2	2	100%	0.00	2	1	50%	0.00
4/15/19	139	47	34%	317.20	34	25	74%	53.30
4/16/19	90	16	18%	318.20	17	7	41%	52.83
4/17/19	78	13	17%	350.23	16	6	38%	44.34
4/18/19	75	15	20%	423.35	23	12	52%	37.97
4/19/19	76	32	42%	357.48	28	16	57%	54.40
4/20/19	7	6	86%	29.49	0	0	0%	0.00
4/21/19	2	2	100%	0.00	1	0	0%	0.00
4/22/19	79	41	52%	297.65	11	7	64%	59.83
4/23/19	84	61	73%	373.95	15	3	20%	50.08
4/24/19	141	108	77%	336.09	33	20	61%	39.88
4/25/19	149	104	70%	422.64	18	7	39%	46.78
4/26/19	342	269	79%	398.68	22	14	64%	44.78
4/27/19	50	43	86%	197.96	5	1	20%	0.00
4/28/19	2	0	0%	0.00	0	0	0%	0.00
4/29/19	136	89	65%	482.04	25	18	72%	42.07
4/30/19	120	77	64%	411.14	11	6	55%	51.03
April Totals	3,027	1,796	59%	8,427.93	510	269	53%	1,024.72
April Penalties	\$77,250.00				\$31,950.00			

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	Total Missed Calls	Verified Missed Calls	% Verified ¹	Total Tons Collected	Total Missed Calls	Verified Missed Calls	% Verified ¹	Total Tons Collected
May Customers	82,433 Homes				75,555 Homes			
5/1/19	96	51	53%	339.12	15	5	33%	47.75
5/2/19	66	34	52%	448.34	22	12	55%	47.8
5/3/19	86	48	56%	369.99	15	9	60%	63.53
5/4/19	10	5	50%	42.53	0	0	0%	0
5/5/19	4	3	75%	0	2	1	50%	0
5/6/19	137	98	72%	349.49	12	7	58%	61.14
5/7/19	86	57	66%	518.48	8	1	13%	52.04
5/8/19	98	60	61%	456.48	10	7	70%	33.07
5/9/19	77	45	58%	557.12	12	8	67%	49.08
5/10/19	94	53	56%	566.35	18	8	44%	34.49
5/11/19	9	7	78%	57.81	8	7	88%	0
5/12/19	3	1	33%	0	0	0	0%	0
5/13/19	50	26	52%	386.38	41	33	80%	38.64
5/14/19	48	13	27%	343.9	24	13	54%	60.04
5/15/19	29	12	41%	341.96	14	6	43%	60.15
5/16/19	39	9	23%	523.01	12	2	17%	38.89
5/17/19	55	23	42%	476.06	22	11	50%	60.13
5/18/19	3	2	67%	15.78	2	1	50%	2.77
5/19/19	5	2	40%	0	2	0	0%	0
5/20/19	51	23	45%	391.87	10	4	40%	56.08
5/21/19	69	37	54%	467.91	8	1	13%	49.52
5/22/19	61	28	46%	410.76	13	4	31%	43.72
5/23/19	47	22	47%	529.79	11	5	45%	45.29
5/24/19	106	61	58%	442.8	12	6	50%	44.01
5/25/19	11	7	64%	38.36	0	0	0%	0
5/26/19	2	0	0%	0	1	1	100%	0
5/27/19	0	0	0%	0	0	0	0%	0
5/28/19	90	53	59%	436.94	15	8	53%	48.57
5/29/19	66	36	55%	471.07	26	10	38%	62.02
5/30/19	143	98	69%	523.15	10	3	30%	56.37
5/31/19	165	117	71%	566.99	16	5	31%	45.04
May Totals	1,806	1,031	57%	10,072.44	361	178	49%	1,100.14
May Penalties	\$51,400.00				\$20,100.00			

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	Total Missed Calls	Verified Missed Calls	% Verified ¹	Total Tons Collected	Total Missed Calls	Verified Missed Calls	% Verified ¹	Total Tons Collected
June Customers	82,508 Homes				75,722 Homes			
6/1/19	85	58	68%	484.97	9	1	11%	66.35
6/2/19	93	87	94%	0	7	5	71%	0
6/3/19	779	679	87%	554.47	36	22	61%	63.52
6/4/19	715	632	88%	432.23	35	15	43%	60.24
6/5/19	589	506	86%	563.92	47	22	47%	9.36
6/6/19	325	257	79%	500.91	145	132	91%	43.3
6/7/19	322	252	78%	453.1	96	80	83%	66.85
6/8/19	28	22	79%	97.24	9	6	67%	0
6/9/19	6	4	67%	0	0	0	0%	0
6/10/19	144	105	73%	422.05	59	44	75%	55.7
6/11/19	87	48	55%	392.48	34	27	79%	56.33
6/12/19	51	22	43%	348.44	28	14	50%	40.35
6/13/19	81	36	44%	465.1	34	14	41%	36.31
6/14/19	111	65	59%	433.42	43	22	51%	55.74
6/15/19	15	12	80%	47.66	9	3	33%	0
6/16/19	6	1	17%	0	1	0	0%	0
6/17/19	100	69	69%	371.57	34	24	71%	69.22
6/18/19	112	76	68%	395.86	10	2	20%	39.72
6/19/19	70	39	56%	369.57	15	10	67%	39.49
6/20/19	59	29	49%	494.69	56	44	79%	39.47
6/21/19	99	45	45%	461.08	20	13	65%	36.39
6/22/19	5	4	80%	30.18	2	1	50%	0
6/23/19	3	2	67%	0	3	3	100%	0
6/24/19	63	27	43%	340.44	28	23	82%	59.35
6/25/19	75	40	53%	457.79	18	6	33%	52.45
6/26/19	103	63	61%	434.23	22	7	32%	51.69
6/27/19	101	52	51%	482.74	26	13	50%	36.05
6/28/19	202	144	71%	399.99	28	16	57%	55.66
6/29/19	66	56	85%	58.94	8	4	50%	0
6/30/19	20	15	75%	0	3	2	67%	0
June Totals	4,515	3,447	76%	9,493.07	865	575	66%	1,033.54
June Penalties	\$159,950.00				\$35,750.00			

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	Total Missed Calls	Verified Missed Calls	% Verified ¹	Total Tons Collected	Total Missed Calls	Verified Missed Calls	% Verified ¹	Total Tons Collected
July Customers	82,616 Homes				75,839 Homes			
7/1/19	282	230	82%	408.86	28	24	86%	58.41
7/2/19	230	182	79%	354.25	23	10	43%	49.52
7/3/19	260	195	75%	428.06	17	11	65%	48.98
7/4/19	5	4	80%	0	0	0	0%	0
7/5/19	62	30	48%	537.8	11	4	36%	45.12
7/6/19	33	17	52%	454.32	6	3	50%	42.14
7/7/19	2	2	100%	0	2	1	50%	0
7/8/19	111	72	65%	367.29	23	14	61%	58.61
7/9/19	80	41	51%	366.94	23	12	52%	49.03
7/10/19	98	59	60%	388.64	23	10	43%	34.45
7/11/19	106	61	58%	483.2	25	10	40%	20.15
7/12/19	109	73	67%	446.52	29	16	55%	50.89
7/13/19	12	8	67%	66.02	1	1	100%	0
7/14/19	3	2	67%	0	0	0	0%	0
7/15/19	54	28	52%	327.17	24	10	42%	46.1
7/16/19	81	53	65%	350.45	13	5	38%	61.4
7/17/19	80	51	64%	330.39	15	4	27%	33.04
7/18/19	74	44	59%	461.76	15	6	40%	49.3
7/19/19	81	42	52%	375.26	15	2	13%	39.19
7/20/19	8	6	75%	53.28	3	0	0%	0
7/21/19	5	3	60%	0	2	1	50%	0
7/22/19	46	23	50%	283.61	12	10	83%	54.17
7/23/19	49	26	53%	399.24	9	0	0%	49.21
7/24/19	49	25	51%	307.96	10	1	10%	40.47
7/25/19	50	16	32%	517.76	11	3	27%	28.2
7/26/19	90	47	52%	341.37	19	10	53%	53.08
7/27/19	18	13	72%	97.8	0	0	0%	0
7/28/19	5	5	100%	0	1	0	0%	0
7/29/19	102	63	62%	303.84	20	9	45%	53.53
7/30/19	148	115	78%	353.63	58	55	95%	51.69
7/31/19	140	119	85%	368.46	31	19	61%	43.66
July Totals	2,473	1,655	67%	9,173.88	469	251	54%	1,060.34
July Penalties	\$80,400.00				\$12,100.00			

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	Total Missed Calls	Verified Missed Calls	% Verified ¹	Total Tons Collected	Total Missed Calls	Verified Missed Calls	% Verified ¹	Total Tons Collected
August Customers	82,445 Homes				75,992 Homes			
8/1/19	108	72	67%	463.05	18	5	28%	25.41
8/2/19	207	148	71%	395.67	12	7	58%	25.44
8/3/19	56	49	88%	104.92	2	1	50%	0
8/4/19	10	7	70%	0	0	0	0%	0
8/5/19	70	40	57%	339.48	14	9	64%	45.3
8/6/19	48	28	58%	378.24	14	7	50%	45.4
8/7/19	57	33	58%	341.46	15	7	47%	22.13
8/8/19	48	18	38%	448.14	14	7	50%	9.4
8/9/19	78	46	59%	394.16	24	15	63%	46.52
8/10/19	3	1	33%	66.65	7	4	57%	0
8/11/19	3	2	67%	0	0	0	0%	0
8/12/19	70	47	67%	260.07	21	11	52%	56.91
8/13/19	143	123	86%	347.59	29	21	72%	19.96
8/14/19	164	133	81%	351.57	23	17	74%	7.92
8/15/19	304	254	84%	393.56	18	4	22%	36.2
8/16/19	401	336	84%	419.34	22	11	50%	27.73
8/17/19	39	32	82%	135.72	0	0	0%	0
8/18/19	14	10	71%	0	3	2	67%	0
8/19/19	242	203	84%	429.07	17	10	59%	30.29
8/20/19	134	91	68%	382.35	29	27	93%	50.39
8/21/19	167	127	76%	345.57	36	22	61%	37.41
8/22/19	175	123	70%	470.51	28	21	75%	24.47
8/23/19	218	177	81%	440.61	23	15	65%	53.48
8/24/19	9	4	44%	75.01	1	0	0%	0
8/25/19	3	1	33%	0	2	1	50%	0
8/26/19	64	37	58%	359.31	17	12	71%	42.7
8/27/19	57	26	46%	427.93	16	13	81%	31.13
8/28/19	55	28	51%	346.55	37	20	54%	37.4
8/29/19	112	76	68%	460.26	32	24	75%	36.13
8/30/19	77	38	49%	441.72	16	3	19%	32.72
8/31/19	6	2	33%	49.98	2	2	100%	0
August Totals	3,142	2,312	74%	9,068.49	492	298	61%	744.44
August Penalties	\$95,700.00				\$3,900.00			

¹ Percent of verified misses compared to the total missed calls received.

Red River Waste Solutions Performance Dashboard

Date	Solid Waste				Recycling			
	Total Missed Calls	Verified Missed Calls	% Verified ¹	Total Tons Collected	Total Missed Calls	Verified Missed Calls	% Verified ¹	Total Tons Collected
September Customers	82,633 Homes				76,120 Homes			
9/1/19	1	0	0%	0	1	1	100%	0
9/2/19	1	0	0%	0	2	2	100%	0
9/3/19	57	33	58%	376.14	25	13	52%	51.34
9/4/19	46	13	28%	425	22	9	41%	51.74
9/5/19	58	16	28%	405.3	30	5	17%	33.82
9/6/19	90	42	47%	466.65	18	6	33%	19.39
9/7/19	21	7	33%	525.98	4	0	0%	43.74
9/8/19	6	3	50%	0	4	3	75%	0
9/9/19	80	47	59%	395.58	30	19	63%	44.01
9/10/19	61	28	46%	303.21	34	22	65%	28.91
9/11/19	55	28	51%	295.42	20	11	55%	29.59
9/12/19	54	27	50%	380	17	12	71%	13.58
9/13/19	59	21	36%	295.12	12	7	58%	20.03
9/14/19	2	0	0%	30.81	0	0	0%	0
9/15/19	4	0	0%	0	0	0	0%	0
9/16/19	60	32	53%	340.9	33	14	42%	32.96
9/17/19	53	26	49%	323.48	27	12	44%	39.75
9/18/19	60	33	55%	330.97	16	5	31%	23.12
9/19/19	97	60	62%	415.4	28	20	71%	15.28
9/20/19	85	45	53%	398.66	23	10	43%	35.44
9/21/19	5	4	80%	43.18	4	3	75%	0
9/22/19	6	4	67%	0	1	0	0%	0
9/23/19	112	84	75%	293.17	17	11	65%	45.66
9/24/19	49	27	55%	365.98	12	8	67%	27.38
9/25/19	69	54	78%	315.44	25	11	44%	20.96
9/26/19	94	59	63%	414.21	40	27	68%	28.38
9/27/19	68	33	49%	357.46	22	12	55%	31.67
9/28/19	6	3	50%	46.59	3	0	0%	0
9/29/19	6	3	50%	0	1	0	0%	0
9/30/19	58	36	62%	303.98	19	17	89%	33.06
September Totals	1,423	768	54%	7,848.63	490	260	53%	669.81
September Penalties	\$38,450.00				\$7,650.00			

¹ Percent of verified misses compared to the total missed calls received.